

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P)

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P Centrex 21 (Continued)	Removal of CO Features		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Same business day if request is received before noon MT, otherwise next business day. Due Date, but not APP Date, may be Saturday.	24 hours OOS 48 hours
	Non-Designed New Installs, Address Changes, and Change Requests adding new lines Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES"***		24 hours	Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is Three (3) Business Days. <u>Colorado and Minnesota only:</u> Appointment Scheduler minimum default interval is Two (2) Business Days	24 hours OOS 48 hours AS
	Deny/Restore	Treatment for Non-payment issue	24 hours	Same business day if request received before noon MT, otherwise next business day. Due Date, but not APP Date, may be Saturday. If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at www.qwest.com/wholesale/cls/ecs/exescover.html	24 hours OOS 48 hours AS

*** Centrex 21 Installation activity requires 'Dispatch yes'.

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UNE-P Centrex Plus / UNE-P Centron [Centron in MN only]	Common Block Configuration Required				
	Establish Common Block	1 to 21 Lines - No Optional Features	72 hours	Twenty (20) Business Days	24 hours OOS 48 hours AS
	Feature Additions requiring Common Block activity per Common Block	1 to 21 Lines - w/ Optional Features (i.e., Automatic Route Selection (ARS), DFIs, SMDR, Uniform Call Distribution (UCD).)	192 hours	ICB	24 hours OOS 48 hours AS
		22 or more Lines with or without Optional Features	192 hours	ICB	24 hours OOS 48 hours AS
		1 to 10 Lines	72 hours	Twenty (20) Business Days	24 hours OOS 48 hours AS
		11 or more Lines	192 hours	ICB	24 hours OOS 48 hours AS

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UNE-P Centrex Plus / UNE-P Centron (continued) [Centron in MN only]	Common Block Installation Requirements				
	Line Class Codes (LCCs)/ CAT/NCOS/DPAT additions/changes requiring Common Block work.	Per Common Block (must be existing Line Class Codes (LCCs)/ CAT/NCOS/DPAT)	72 hours	Five (5) Business Days	24 hours OOS 48 hours AS
		If new LCC/CAT/NCOS/DPA T	72 hours	Twenty (20) Business Days	24 hours OOS 48 hours AS
	Centrex Management System (CMS)	New Common Blocks & Cust ID's (lines installed at the same time the Common Block is installed)	72 hours	Twenty (20) Business Days (after the initial Common Block & associated lines are installed)	N/A
	Designed Services subsequent to initial Common Block installation	Tie Lines/DFI/FX	72 hours	Thirteen (13) Business Days (may be longer due to facility due date requirements)	24 hours OOS 48 hours AS

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Service Interval Guide for Resale, UNE and Interconnection Services

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P Centrex Plus / UNE-P Centron [Centron in MN only]	Non-Common Block Services				
	CMS	Additional/New Station Lines to be added to CMS	72 hours	Five (5) Business Days after line is installed	N/A
	Network Access Registers (NARs)	Additions	72 hours	Five (5) Business Days	N/A
		Change from Non Blocked to Blocked Service	192 hours	ICB	N/A
	Station Lines (subsequent to the establishment of the Common Block)	1 to 10 Lines per location	72 hours	Five (5) Business Days or Next available due date thereafter as indicated by Appointment Scheduler.	24 hours OOS 48 hours AS
	Includes: Conversions New Lines Moves	11 to 20 Lines per location	72 hours	Ten (10) Business Days or Next available due date thereafter as indicated by Appointment Scheduler.	24 hours OOS 48 hours AS
	NOTE: On conversions, numbers are "chipped" into the Common Block at the time of installation.	21 or more Lines per location	192 hours	ICB	24 hours OOS 48 hours AS

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Qwest Communications®

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Unbundled Network Elements Platform (UNE-P) and Unbundled Network Elements Combinations (UNE-C)

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P Centrex Plus / UNE-P Centron (continued) [Centron in MN only]	No Common Block Configuration Required				
	Line Feature changes/additions/removals	1 to 19 Lines	24 hours	Three (3) Business Days	24 hours OOS 48 hours AS
		20 or more Lines	192 hours	ICB	24 hours OOS 48 hours AS
	Deny/Restore	Treatment for Non-payment issue (Requires LCC change only)	24 hours manual	Same business day if request received before noon MT, otherwise next business day. If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at www.qwest.com/wholesale/c/ecs/exescover.html	24 hours OOS 48 hours AS
	Designed Services subsequent to initial Common Block installation	Tie Lines/DFI/FX	72 hours	Thirteen (13) Business Days (may be longer due to facility due date requirements)	24 hours OOS 48 hours AS
	ARS	Subsequent to Common Block Installation	72 hours	Twenty (20) Business Days (may be longer if the activation of ARS is tied to a Private Line facility installation)	24 hours OOS 48 hours AS

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UNE-P Centrex Plus / UNE-P Centron (continued) [Centron in MN only]	No Common Block Configuration Required				
		Changes to Patterns: 1 to 25 changes 26 to 50 changes 51 or more changes	72 hours	Business Days: Five (5) days Ten (10) days Twenty (20) days	24 hours OOS 48 hours AS
		Adding new Patterns	72 hours	Twenty (20) Business Days	24 hours OOS 48 hours AS

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UNE-P Centrex Plus / UNE-P Centrex (continued) [Centrex in MN only]	No Common Block Configuration Required				
	UCD	Per Request	72 hours	Thirteen (13) Business Days	24 hours OOS 48 hours AS
	Additional Numbers subsequent to initial Common Block installation NOTE: Additional numbers are "chipped" into the Common Block at the time of request.	Blocks (No limit on amount of numbers.)	72 hours	Five (5) Business Days	N/A

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Unbundled Network Elements Platform (UNE-P) and Unbundled Network Elements Combinations (UNE-C)

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Conversions to UNE-P PAL	Conversion As Is	1 to 19 Lines	24 hours	Same business day if received before noon MT, or, Next business day if received later than noon MT	24 hours OOS 48 hours AS
		20 or more Lines	48 hours	ICB	24 hours OOS 48 hours AS
	Conversion As Specified	1 to 19 Lines	24 hours	Depends on changes requested. For instance, feature changes would follow feature change guidelines	24 hours OOS 48 hours AS
		20 or more Lines	48 hours	Depends on changes requested. For instance, feature changes would follow feature change guidelines	24 hours OOS 48 hours AS

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Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P) and Unbundled Network Elements Combinations (UNE-C)
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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P PAL (Continued)	Number Changes without inward line activity	1 to 19 Lines	24 hours	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS
		20 to 39 Lines	48 hours	Four (4) Business Days	24 hours OOS 48 hours AS
		40 or more Lines	192 hours	ICB	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 1 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features not provided on 'Feature Exception List– 1 Day' or 'Feature Exception List – 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS
	PIC/LPIC		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Suspend/Restore	Add/remove "vacation hold"	24 hours	Next Business Day	24 hours OOS 48 hours AS

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Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P) and Unbundled Network Elements Combinations (UNE-C)

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
	Deny/Restore	Treatment for Non-payment issues	24 hours	Same business day if request received before noon MT, otherwise next business day (includes Saturday) If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at www.qwest.com/wholesale/clecs/exesclover.html	24 hours OOS 48 hours AS

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Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P) and Unbundled Network Elements Combinations (UNE-C)

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
New UNE-P PAL (Continued)	New Installs, Address Changes, Changes with inward line activity Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES"	1 to 19 Lines	24 hours	Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is Three (3) Business Days. <u>Colorado and Minnesota only:</u> Appointment Scheduler minimum default interval is Two (2) Business Days	24 hours OOS 48 hours AS
		20 to 39 Lines	48 hours	Four (4) Business Days or next available due date thereafter as indicated by Appointment Scheduler.	24 hours OOS 48 hours AS
		40 or more Lines	192 hours	ICB	24 hours OOS 48 hours AS

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Unbundled Network Elements Platform (UNE-P) and Unbundled Network Elements Combinations (UNE-C)

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
New Installation and Conversion of Qwest DSL service with compatible UNE-P combinations	Installation of Qwest DSL service with existing, loop-qualified, compatible UNE-P combination service, or Conversions of existing Qwest DSL service, as specified. or Speed changes or Host changes on existing service		48 hours	Five (5) Business Days	24 hours
	Loop Conditioning		24 hours	Fifteen (15) Business Days	N/A

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Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

UNE Combinations (UNE-C) -- Enhanced Extended Loop (EEL) and Loop Mux Combination (LMC)

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Enhanced Extended Loop (EEL)					
Loop Mux Combination (LMC)					
DS0 or VG Equivalent	New, or conversion as specified.	1 to 8 Circuits	48 hours	Zone 1: Five (5) Business Days Zone 2: Six (6) Business Days	4 hours Zone 1 4 hours Zone 2
		9 to 16 Circuits	48 hours	Zone 1: Six (6) Business Days Zone 2: Seven (7) Business Days	4 hours Zone 1 4 hours Zone 2
		17 to 24 Circuits	48 hours	Zone 1: Seven (7) Business Days Zone 2: Eight (8) Business Days	4 hours Zone 1 4 hours Zone 2
		25 or more Circuits	192 hours	ICB	4 hours

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Service Interval Guide for Resale, UNE and Interconnection Services

Enhanced Extended Loop (EEL) and Loop Mux Combination (LMC)

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Enhanced Extended Loop (EEL)					
Loop Mux Combination (LMC)					
DS1	New, or conversion as specified.	1 to 8 Circuits	48 hours	Zone 1: Five (5) Business Days Zone 2: Eight (8) Business Days	4 hours Zone 1 4 hours Zone 2
		9 to 16 Circuits	48 hours	Zone 1: Six (6) Business Days Zone 2: Nine (9) Business Days	4 hours Zone 1 4 hours Zone 2
		17 to 24 Circuits	48 hours	Zone 1: Seven (7) Business Days Zone 2: Ten (10) Business Days	4 hours Zone 1 4 hours Zone 2
		25 or more Circuits	192 hours	ICB	4 hours

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Enhanced Extended Loop (EEL) and Loop Mux Combination (LMC)

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Enhanced Extended Loop (EEL)					
Loop Mux Combination (LMC)					
DS3	New, or conversion as specified.	1 to 3 Circuits	48 hours	Zone 1: Seven (7) Business Days	4 hours Zone 1
				Zone 2: Nine (9) Business Days	4 hours Zone 2
		4 or more Circuits	48 hours	ICB	4 hours

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Service Interval Guide for Resale, UNE and Interconnection Services

Enhanced Extended Loop (EEL) and Loop Mux Combination (LMC)

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Enhanced Extended Loop (EEL) – Conversion					
Private Line to EEL or LMC					
Loop Mux Combination (LMC) Conversion					
DS0, DS1, DS3	Conversion as is	1-24 Circuits	48 hours	ICB	4 hours
		25 or more Circuits	192 hours	ICB	4 hours

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Qwest Communications®

Service Interval Guide for Resale, UNE and Interconnection Services

Resale

For Resale POTS Residence and Business, Saturday due dates are available under the following circumstances:

- ☐ The Saturday DDD must be at least the standard interval.
- ☐ For dispatched orders, a Saturday appointment must be available and reserved in Appointment Scheduler.

For Resale POTS non-dispatched orders, Saturday is counted as part of the standard installation interval, even if a Saturday due date is not desired. For example: when the standard interval is 2 Business Days, an LSR submitted on a Friday morning may have a due date as early as the following Monday.

Product	Activity/Features	Services Ordered	FOC Guidelines		Installation Guidelines	Repair Guidelines
POTS Residence	Conversion As Is		24 hours manual	20 minutes Fully Electronic Flow Through from IMA to SOP	Same business day if received before noon MT, or, Next business day if received later than noon MT	24 hours OOS 48 hours AS
	Conversion as Specified		24 hours manual	20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days When requesting a(n) additional line(s) New Install Guidelines apply.	24 hours OOS 48 hours AS

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Resale

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POTS Residence (Continued)	New Installs Address Changes Change Requests adding new lines Facility Check indicates "AVAILABLE" and DISPATCH "NO"		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days **Minnesota only: If Advanced Intelligent Network (AIN) Features ² are included (ex. Remote Access Forwarding, etc.): Three (3) Business Days	24 hours OOS 48 hours AS
	New Installs Address Changes Change Requests adding new lines Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES"		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is Three (3) Business Days. <u>Colorado and Minnesota only:</u> Appointment Scheduler minimum default interval is Two (2) Business Days ** Minnesota only: If AIN Features are included (ex. Remote Access Forwarding, etc.): Three (3) Business Days	24 hours OOS 48 hours AS

² AIN Features are located in the Feature Exemption List.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Resale

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POTS Residence (Continued)	Number changes without inward line activity, or hunting changes without inward line activity		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 1 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features not provided on 'Feature Exception List– 1 Day' or 'Feature Exception List – 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS
	PIC/LPIC change		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Removal of CO Features		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Same business day if request is received before noon MT, otherwise next business day (includes Saturday)	24 hours OOS 48 hours AS

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Service Interval Guide for Resale, UNE and Interconnection Services

Resale

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POTS Residence (Continued)	Suspend/Restore	Add/remove "vacation hold"	24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Next Business Day (includes Saturday)	24 hours OOS 48 hours AS
	Deny/Restore	Treatment for non-payment	24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Same business day if request received before noon MT, otherwise next business day (includes Saturday) If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at www.qwest.com/wholesale/clecs/exescover.html	24 hours OOS 48 hours AS

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
POTS Business	Conversion As Is		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Same business day if received before noon MT, or, Next business day if received later than noon MT	24 hours OOS 48 hours AS
	Conversion as Specified		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days When requesting a(n) additional line(s) New Install Guidelines apply.	24 hours OOS 48 hours AS

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Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Resale

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POTS Business (continued)	New Installs Address Changes Change Requests adding new lines Facility Check indicates "AVAILABLE" and DISPATCH "NO"		24 hour manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days ** Minnesota only: If AIN Features are included (ex. Remote Access Forwarding, etc.): Three (3) Business Days	24 hours OOS 48 hours AS
	New Installs Address Changes Change Requests adding new lines Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES"		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is Three (3) Business Days. <u>Colorado and Minnesota only:</u> Appointment Scheduler minimum default interval is Two (2) Business Days ** Minnesota only: If AIN Features are included (ex. Remote Access Forwarding, etc.): Three (3) Business Days	24 hours OOS 48 hours AS

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Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

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POTS Business (continued)	Number changes without inward line activity, or hunting changes without inward line activity		24 hours manual 20minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 1 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features not provided on 'Feature Exception List – 1 Day' or 'Feature Exception List – 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS
	PIC/LPIC change		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Removal of CO Features		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Same business day if request is received before noon MT, otherwise next business day (includes Saturday)	24 hours OOS 48 hours AS
	Suspend/Restore	Add/remove "vacation hold"	24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Next Business Day (includes Saturday)	24 hours OOS 48 hours AS

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Resale

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POTS Business (continued)	Deny/Restore	Treatment for Non-payment issues	24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Same business day if request received before noon MT, otherwise next business day includes Saturday) If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at www.qwest.com/wholesale/clecs/exescover.html	24 hours OOS 48 hours AS

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Resale

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PAL	Conversion As Is	1 to 19 Lines	24 hours	Same business day if received before noon MT, or, Next business day if received later than noon MT	24 hours OOS 48 hours AS
		20 or more Lines	48 hours	ICB	24 hours OOS 48 hours AS
	Conversion As Specified	1 to 19 Lines	24 hours	Depends on changes requested. For instance, feature changes would follow feature change guidelines	24 hours OOS 48 hours AS
		20 or more Lines	48 hours	Depends on changes requested. For instance, feature changes would follow feature change guidelines	24 hours OOS 48 hours AS
	Number Changes without inward line activity	1 to 19 Lines	24 hours	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS
		20 to 39 Lines	48 hours	Four (4) Business Days	24 hours OOS 48 hours AS
		40 or more Lines	192 hours	ICB	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 1 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features not provided on 'Feature Exception List – 1 Day' or 'Feature Exception List – 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest.
Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.